

Interview with a flight attendant Hayley Levine

Part II

Interviewer: You must come into contact with a lot of passengers who are afraid of flying. How do you _____ with this?

Hayley: A lot of passengers are afraid of flying. There's not really a lot you can do. Just try and sit and talk to them, _____ them down. I think your confidence is sort of always a good booster, as well if they know you are competent in what you do, I think that helps. Most of them are OK after take-off, it's just that initial getting into the air, and then they're all right.

Interviewer: How can you tell if someone is scared?

Hayley: If they're a scared flyer, they do usually let you know, or they walk on _____ so much that's pretty obvious that they're scared of flying. You do feel sorry for them. Everyone's scared of something. But, yeah, they usually let themselves known. Or come straight up and ask for vodka. That's when you usually know someone's scared of flying. I did have a guy once, though, just before take-off and he was really really scared of flying and I'd spent a good half an hour with him before the flight trying to calm him down and we just got towards the take-off and he tried to open the _____ exit door. He was having a panic attack. So, yeah, that was probably the worst thing. He didn't want to fly, we got him _____. Poor guy, I felt really sorry for him.

Interviewer: Have you ever been in a dangerous situation, for example, have you had to evacuate the plane?

Hayley: I've never had to evacuate an aircraft, never, and hopefully never will. But we're trained to do that, so, you know, really well trained to do that, but hopefully nothing like that will ever happen. Never even remotely come close to it. So, that's good.

Interviewer: Have you ever felt _____ or frightened on a flight?

Hayley: No, not really. Never, actually. I think the worst thing is probably a bit of turbulence, but to be honest, that's an _____ to sit down and have a cup of tea. So, you know, no, I've never really felt frightened in the air. I really feel safe up there, really safe, otherwise I wouldn't do it.

